

POSITION DESCRIPTION

Position Title	Systems Engineer
Reports to	Systems Manager
Region	ITSC
Function	Infrastructure

Position Number	
Functional Auth	Glendin FB
Date	
Signature	

HRM Auth
Date
Signature

Role Purpose

To provide implementation and support of Infrastructure, with an emphasis on Server, VM and SAN technologies including project support.

Key Challenges

- Vendor Management
- Stakeholders communication
- System Stability (infrastructure)
- Service Excellence

Key Result Areas

1. Project & Operational Support
2. Customer Service
3. Vendor Management
4. Systems Management

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1. KRA: Project & Operational Support	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Implementation and Administration of the Citrix Farm is successfully achieved to time and budget • Management of NetAPP SAN environment • Implementation and Management of VMWARE Environments is successfully achieved to time and budget • Servers and related infrastructure is designed and deployed • Other Infrastructure solutions are implemented as required such as Storage, Thin Client and Backup technologies are assessed and managed as detailed in the ICT Strategic Plan. • Audit and Monitoring of work is efficiently carried out by junior engineers • Solutions are designed for the business by working with Infrastructure Architect • Back Office (Exchange , Windows Server, Active Directory) and Client Applications (Anti Virus & Patch) Management 	<ol style="list-style-type: none"> 1. Demonstrates the ability to manage and maintain a medium to large Citrix Farm ensuring costs and improvements are managed in an efficient manner. 2. Demonstrate a good understanding of SAN technologies in particular NetApp SAN Management. 3. Demonstrate a good understanding of VM technologies including management and implementation of VM Hosts and ESX Hosts. 4. Demonstrate the ability to design and deploy Server and related infrastructure into the UnitingCare environment 5. Demonstrate the ability to integrate other infrastructure solutions into the UnitingCare environment as business drivers dictate. 6. Demonstrate the ability to work closely with the Infrastructure Architect and Systems Manager to design and deploy solutions for the business. 7. Demonstrate an ability to effectively manage back office applications as well as management and security applications
2. KRA: Customer Service	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Infrastructure related issues are thoroughly researched and solved • Users are communicated with throughout the process, advising status of Infrastructure related issues • Liaises with 3rd party vendors as required. • Support is provided to the Service Desk Team 	<ol style="list-style-type: none"> 1. Demonstrate excellence in researching and solving infrastructure related issues to ensure a positive outcome for the business. 2. Demonstrate excellence in communicating with stakeholders during normal processes and infrastructure related issues. 3. Demonstrate the ability to effectively liaise with 3rd party vendors to ensure positive outcomes for the business. 4. Demonstrate excellence in supporting the ITSC Service desk with all infrastructure issues that require escalation.

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3. KRA – Vendor Management	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Effective and efficient Communication with Vendors and suppliers to ensure the best outcomes for UnitingCare • Protection of the UnitingCare reputation amongst vendors • Sharing our vision with vendors to ensure effective alignment with both our business and the service they provide UnitingCare. 	<ol style="list-style-type: none"> 1. Demonstrate excellence in communication with Vendors to ensure the highest service can be provided. 2. Demonstrate the ability to engage with vendors in a way that protects the reputation of business UnitingCare. 3. Demonstrate a detailed understanding of the UnitingCare vision and how it impacts our vendors.
4. KRA – Systems Management	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Email Systems Management • Authentication Systems Management • Thin Client Systems Management • Operating Systems Management • Security Systems Management 	<ol style="list-style-type: none"> 1. Demonstrate excellence in managing Email systems installed within the UnitingCare network 2. Demonstrate excellence in managing Active Directory systems installed within the UnitingCare network 3. Demonstrate the ability to manage Citrix (Xenapp) Farms and Thin Client hardware systems installed within the UnitingCare network. 4. Demonstrate excellence in managing Windows Operating Systems installed within the UnitingCare network 5. Demonstrate excellence in managing Anti Virus, Patching and other Security systems installed within the UnitingCare network

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Person Specification		
Professional Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • 7+ yrs Corporate IT experience • Excellent English oral and written communication skills, including demonstrated documentation skills • Excellent analytical and trouble-shooting skills • 5-6+ years of Windows 2000/2003/2008 Server experience • 3-4+ years of Citrix (XENapp 4.5/5.0) experience • 3–4+ years of Exchange experience (2003/2007/2010) • 2+ years experience with NetApp SAN equipment (installation and management) • 2+ years experience with VMWare & VSphere environments (installation and management) • 2–3+ Windows AD Security Policies • 3-4+ years TCP/IP in LAN and WAN environments. • 2+ years Symantec Backup Exec Experience • Experience with Hewlett Packard Hardware • Ability to work as part of a team • Demonstrated ability to meet deadlines • The ability to work in harmony with Mission and Values of UnitingCare • A team player who also knows how to manage their own business activities and time • Ability to recognise the importance of attention to detail and following through on commitments • Adaptability and flexibility, with a can-do attitude. • Relationship building and persuasiveness. • A high level of energy and drive • Ability to handle pressure and ambiguity • Strong commitment to achieving personal and career goals • High-level self-confidence, personal integrity and a willingness to work within the ethos of the Uniting Church and the values of UC Ageing. • Experience working in and ITIL environment 	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • 1-2+ years Cisco PIX experience • Experience with RRAS and RADIUS • ISA Server 2004/2006 experience • Microsoft Systems Centre Configuration Manager experience • SQL Server 2000/2005/2008 experience • Toshiba product knowledge •
Education/ Academic Qualifications	<p><i>Essential</i></p> <ul style="list-style-type: none"> • MCITP Enterprise Administrator (Windows Server 2008) • MCTS Exchange 2007 Administration 	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Degree in IT discipline • MCSE on Windows Server 2003

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	<ul style="list-style-type: none"> • CCA – Citrix Certified Administrator 4.5/5.0 • VCP – VMWARE Certified Professional 3.5/4.0 	<ul style="list-style-type: none"> • CCEA – Citrix Certified Enterprise Administrator • NCDA - NetApp Certified Data Management Admin • ITIL V3 Foundation
Key Working Relationships	<p><i>Internal</i></p> <ul style="list-style-type: none"> • Stakeholders • ITSC Infrastructure Department • ITSC Operations • ITSC PMO • Director of Information Management and Technology 	<p><i>External</i></p> <ul style="list-style-type: none"> • Andor Systems Australia • SP Telecommunications • Equinix IBX Data Centre • Thomas Duryea • Others as required
Direct Reports:	Nil	
Occupational Health, Safety and Welfare Requirements	<ul style="list-style-type: none"> • All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. 	
UnitingCare Ageing Expectations	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual • Align their work with the Vision, Mission, Values & Strategic Directions of the UnitingCare Ageing Organisation; • Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to Uniting Care NSW ACT's Vision, Mission, Values and Strategic Directions. • Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement 	
<p>OTHER RELEVANT INFORMATION</p> <ul style="list-style-type: none"> • This position description is indicative of the range of job requirements. • The job comprises other accountabilities as required. • It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Conduct, Values, and its policies and procedures. 		

Incumbent's Name: _____

Manager's Name: _____

Signature: _____

Signature: _____

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Date: _____

Date: _____